



## THE PACESETTER WAY HUDDLE NOTES

**Address Customer Wants:** Know your customers, both as a company and as individuals. Always take the opportunity to learn something new about them. Actively listen. Ask Questions. Learn their business. Know who they are. Understand their culture, the challenges they face, and the goals they have defined.

Great job everyone. Special thanks for the run and pass plays listed below. It is obvious to all (customers included) that we as a team demonstrate daily how we can better serve our customers. Even the “Wants” that aren’t apparent.

A summary of our plays:

- 🏈 Jeff to Gary and Ryan P. – Gary and Ryan constructed a chart that helped a customer compare different offers to each other so that they could select what the best one was for them and why.
- 🏈 Vicki to Stephanie and Kathleen - Stephanie and Kathleen reviewed a report that is frequently used to see how they could ensure that they were entering data that helps ensure accuracy which helps our customers.
- 🏈 Stephanie to Kristin- Kristin and Lauren worked with a customer to ensure that an order that was submitted was actually what they needed so that they received what they actually needed.

This week’s focus is “Do the right thing and Do it right the 1<sup>st</sup> time”. When we take the time to make sure our actions are deliberate and accurate we all win! In addition, mistakes must be corrected and usually slows the pace of productivity which incurs costs. Let’s invest in our work to create the “win-win” scenario.

**Do the Right Thing and Do it Right the 1<sup>st</sup> Time: Make quality your personal statement. The goal is to get things done right, not simply get things done. Take the extra time and don't take short cuts. Always ask yourself, "Is this my best work?" Everything you touch has your signature. Sign it in bold ink.**

Let's take it to the end zone one more time!

Check in with us again next week to find out all the ways we represent this behavior during our next Monday huddle! And be sure to comment on our [website](#) about all you are doing to live out these fundamentals!

